HOW TO: Access Your Training Certificate

Step 1:

Log in to the Knowledge Center and go to the Home Page

>   Home

Step 2: From the Blue Bar menu at the top of the page, choose "My Workspace"

>   Home >>My Workspace

Step 3: A drop down menu will display several choices; choose "My Transcript"

>   Home >> My Workspace >> My Transcript

Step 4: Scroll through the transcript until you see the course name and click on it.

>   Home >> My Workspace >> My Transcript >> VDSS - BPS2150: Citizenship...

Step 5: When the course window opens, you will see a button for "View Certificate" in the lower right corner of the screen. Click on the button to view the certificate and access print options. The certificate should be printed in "landscape" format.

Tips:

If the certificate is not available:
- Did you complete the links in the course and exit out using the black X button? If not, you will need to go through the course again and exit properly.
- Did you resume a previous course session rather than starting a new one? If this is your first attempt for a previously completed course, you will need to begin new session.
- Did you close the course window and return to the "Home" page before attempting to print the certificate? Log out of Knowledge Center Global and login again to insure your transcript has been updated.
- If you are still not able access the certificate, contact the Computer Help Desk at 1-866-637-8482.